



US Army Corps  
of Engineers  
Huntsville Center

Program Manager  
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# Integrated Modular Medical Support System Furniture Program

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## Summary

Associated with the Huntsville Center's Medical Repair and Renewal Program, the Integrated Modular Medical Support System (IMMSS) Furniture Program is designated to support Medical Command (MEDCOM) facilities worldwide. It allows the Huntsville Center to process delivery orders for IMMSS products, design, installation and/or related support services (there are 10 "CLINs" or contract line items) through a fast-paced, streamlined and efficient process using a negotiated contract between Herman Miller, Inc. (HMI) and the Huntsville Center.

Products available through the IMMSS contract allow for integrated facility solutions with flexibility to accommodate changing medical technology and functional requirements. Products are modular and capable of being relocated anywhere within the facility, avoiding obsolescence because of changes to operations, equipment and personnel needs. They are durable,

flexible, safe, have a professional appearance and are functional within a health care setting. This product has been selected by MEDCOM and the Hospital Facility Planning Agency as standard for its facilities.

## Procedures

The IMMSS 5-year/\$50 million Indefinite Delivery/Indefinite Quantity (IDIQ) contract is managed by a self-directed team. There has already been much success with this program because of its innovative approach, significantly lower contracting time and cost, and much higher user satisfaction not experienced under other programs. All product pricing has already been

negotiated and determined and transportation inside the continental U.S. (CONUS) is included in that price. Only the other line items (associated services and transportation outside the continental U.S.) will need to be determined.

Typically, Huntsville Center does not process a task order for less than \$2,500, but the MEDCOM facilities activity can purchase items under this amount on its government credit card. Small packages, however, can be combined under a single delivery order to meet the



Photo Courtesy of Herman Miller, Inc. Web site

Mobile and stationary storage facilitates care in critical environments.

## ***Integrated Modular Medical Support System Furniture Program***

minimum threshold amount.

Typically a non-IMMSS product (whether Herman Miller, or otherwise) will be purchased, but when it is a necessary component to a significantly IMMSS design package, some exceptions are made. To use the IMMSS program, a prospective customer may contact the IMMSS program manager for information and instructions.

A complete user's guide and instructions with forms are available upon request. Also, a local HMI vendor is usually agreeable to demonstrate the product and discuss its use attributes with a prospective customer.

Typically, a user point of contact will contact a local Herman Miller, Inc. vendor and request an appointment to discuss a related need for a free preliminary IMMSS design and quote. (This can be achieved within days.) The point of contact will concurrently place a request for funds documents (military interdepartmental purchase request) to be sent to the Huntsville Center Resource Management point of contact (specific name, phone/fax number, address, etc. will be provided).

Once a total package is accepted, the contracting action, depending upon various factors, optimally can take less than a



Photo Courtesy of Herman Miller, Inc. Web site

**These systems furnishings can be configured as needed to divide space and support work, and then be reconfigured when needs change. Durable, modular storage and transport products support procedures and manage materials.**

month. Once award and the notice to proceed is issued, the product can be delivered within six to eight weeks. (NOTE: End-of-the-year requires slightly different time lines because this is the heaviest time for receiving packages. During this end-of-the year period, pre-positioning packages in advance is recommended.)

Once the package documentation is obtained, the user point of contact will forward this electronically to the Huntsville Center's IMMSS program manager along with a requirements form (defines user

requirements in terms of required due dates, location, etc., and many times prepared by the HMI vendor's designer). The designated customer point of contact will review and approve the final design and the acceptance /rejection of the package delivery and installation.

Penalties are built into the contract for unsatisfactory performance/delivery, though rarely applicable. Herman Miller, Inc. has a favorable track record for working closely with its customers and ensuring timely delivery at just the time and place needed by the customer.